



Adolygiad Diogelu  
Unedig Sengl  
Single Unified  
Safeguarding Review



Llywodraeth Cymru  
Welsh Government

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# What is a Single Unified Safeguarding Review?

A Single Unified Safeguarding Review (SUSR) is carried out when someone has experienced significant harm or has died, and where it is thought lessons can be learned.

Agencies who worked with your family member will come together to discuss what happened and whether anything could have been done differently.

You will be asked for your views on what happened. Your involvement is very important.

This provides an opportunity for agencies to consider what can be learned and what improvements can be made to practice and services in the future.

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## How do we do the Review?

A Review Panel made up of senior staff members from the agencies that worked with or supported your family member is held to manage the review process.

The Panel may include staff from organisations such as the NHS, local authority, police service, education, probation or youth offending services, and any other agency who may have worked with your family member.

An independent Chair will be appointed to lead and oversee the Panel.

An independent Reviewer(s) will be appointed to review the practice and services that were provided to your family member and produce a report with recommendations.

A separate Learning Event will be held and attended by staff who were directly involved with providing a service or support to your family member. It will allow them to reflect together on what happened and identify learning for future practice.

## How do I contribute to the Review?

Your views are central to the SUSR process. Any views or feelings you want to share about what happened to your family member are important.

The Chair or Reviewer(s) will contact you to determine how you would like to be involved in the Review. Additional support such as advocacy is available.

Some people have found the below questions helpful when considering what they want to share with the Reviewer(s):

- How do you feel about what happened?
- Is there something you wish had been done by the people working with your family member?
- Is there anything you wanted to be asked by the people working with your family member?
- Did you feel like you could talk to the people working with your family member?
- Is there anything you think could have been done differently?
- What would you like the Review to consider?

The Reviewer(s) will share your contributions with staff who attend the Learning Event so they can be reflected upon in any learning that is identified.

## What happens next?

### **Multi-Agency Timeline**

The Review Panel will produce a timeline of the contact agencies had with your family member. They will use this to understand what agencies knew about them and how they worked alone and together to support and protect them. The timeline will also be considered at the learning event.

### **Engaging with Others**

Other people may also be approached to engage in the Review such as friends, community representatives/support services, neighbours, colleagues, faith and community leaders or employers.

In order to gain a full understanding of the circumstances, the person who harmed your family member may be approached by the Reviewer(s). There are guidelines in place for such contact and this will only happen if agreed that it is safe and appropriate to do so. The Reviewer(s) will discuss this with you prior to contact being made.

### **Meeting the Panel**

You will be given the option to meet with the Review Panel. This is your decision and you do not have to decide straight away. You can also change your mind during the Review process.

### **The Report**

After the Learning Event the Reviewer will write the SUSR Report using the learning obtained from their engagement with you, the Panel and the Learning Event

The Report will provide recommendations on what needs to happen in the future. Your views will be included in the report.

You will be given the opportunity to view the draft report to check it is accurate and to ensure your views have been captured appropriately.

The report will not mention you or your family member by name and you will be able to choose a pseudonym to be used for your family member.

The Report will be published and an Action Plan will be shared with the right people so that the actions can be addressed.



## Your Feedback

At the end of the Review, you will also be provided with an opportunity to tell us your views on the Review process. For example:

- Is there anything you wish you had been asked about but weren't?
- Did you feel like you could talk openly to the people who were liaising with you?
- Is there anything that you think could have been done differently?
- Is there anything you think should have been done, but perhaps wasn't?

Your feedback is important to us and will inform how reviews are undertaken in the future.



## Support Options

We understand that any incident which results in a SUSR will have been a traumatic and distressing experience. We would like to reassure you that support is available, whether you wish to engage with the Review process or not.



### **Cruse 0808 808 1677**

Provide emotional support to anyone affected by grief.



### **Samaritans 116 123**

Provide emotional support to people struggling to cope.



### **CALL Helpline 0800 132 737**

Mental health helpline for Wales. A confidential listening and support service.



### **DAN 24/7 0808 808 2234**

A single point of contact for anyone in Wales wanting further information and/or help relating to drugs and/or alcohol.



## How will my information be used?

You will be provided with a separate Privacy Notice document which will set out in detail how your personal information will be used. If you have any questions about the information provided or how your personal information will be used, you can contact us at any point during the process, using the phone number or email address given in our initial contact with you.